



March 17, 2023

TO: Invited Vendors

FROM: Judith Muck, Executive Director

RE: Onsite Health Center Request for Proposal

Missouri Consolidated Health Care Plan (MCHCP) will be working with Optavise (formerly known as DirectPath), an online request for proposal (RFP) system, in the marketing of the 2024 Onsite Health Center RFP. You are invited to submit a proposal for these services. We believe that you will find this RFP a great potential opportunity for your organization.

MCHCP provides the health benefit program for most State of Missouri employees, retirees, and their dependents covering over 85,000 members (lives) with over 53,000 members (lives) that are eligible for the health center services. (Members under Age 18 and those enrolled in MCHCP's Medicare Advantage Plan are not eligible for health center services.) Bids are requested for a company to operate an onsite health center in the Jefferson City Capitol complex. While there are over 53,000 members that are eligible to use the health center, there are approximately 8,000 eligible members who reside in Cole County where the health center is located.

The health center is intended to provide access to quality, affordable health care in a cost-efficient setting. The term of the contract will be one year with an additional four (4) one-year renewal options available at the sole option of the MCHCP Board of Trustees.

Minimum Bidder Requirements

To be considered for contract award, bidders must meet the following minimum requirements.

- **Licensing** – The bidder must be properly licensed and duly authorized to conduct business in Missouri. MCHCP requires the contractor to comply with all state and federal laws, rules and regulations affecting their conduct of business on their own behalf and on behalf of a covered entity such as MCHCP.
- **Size and Experience** – The bidder must currently provide onsite health center with the capacity to serve a minimum of 5,000 patients. The bidder must have been in operation and performing the services requested in this RFP for a minimum of five (5) years.
- **Technology** – The bidder must have the ability to use technologically advanced tools and resources with a reliable and proven integrated system that can be a detailed and secure repository of patients' health records. This must at a minimum, incorporate labs, consultation notes, pharmacy information (allow to electronically prescribe), and preventive medicine tests/procedures, all in an easy-to-use format with a patient portal feature for patients to directly access their blood work, tests, etc.

- Evidence-based Medicine – The bidder must have a strong commitment to evidence-based medicine and proven approach, process, technology, metrics, high standards of clinical quality, and patient safety.
- Data Feeds – Bidders shall agree to provide a regular data file to MCHCP’s designated data vendor (currently Merative). The timing and content of the submission will be negotiated prior to finalizing the contract award. At a minimum, the contractor must provide encounter data to MCHCP’s designated data vendor for all participants.
- Lease Agreement – The bidder shall agree to lease the space located on the fourth (4th) floor of the Truman Building from the Office of Administration, Division of Facilities Management, Design and Construction and shall operate a health center in the leased space in accordance with the provisions outlined in the lease agreement to be included as part of the RFP. Additional information on this requirement will be provided in the Scope of Work.
- Timely Submission – All deadlines outlined are necessary to meet the timeline for this contract award. MCHCP may reject any submissions after respective deadlines have passed. All bidder documents and complete proposals must be received by the proposal deadline of May 1, 2023, as outlined in the timeline of events for this RFP. Late proposals will not be accepted. MCHCP reserves the right to modify a deadline or extend a deadline **for all bidders**, at its discretion.

Intent to Bid

Once the RFP is released on April 5, 2023, bidders who are interested in submitting a proposal should complete and upload the Intent to Bid (available as a response document within the Optavise system). The Intent to Bid should be submitted by 5 p.m. CT (6 p.m. ET), Wednesday, April 12, 2023.

Use of Optavise

During this RFP process you will find Optavise’s internet-based application offers an opportunity to streamline information exchange. We are confident your organization will find the process straightforward and user-friendly. Optavise will be contacting you within the next two to three days to establish a contact person from your organization and to set up a training session, if necessary. To assist you in preparing for the online proposal process, we have outlined below some important information about this event.

General Instructions

Your proposal will be submitted over the Internet, through an anonymous online bidding process. Optavise will assign a unique username, which will allow you to view the information pertinent to the bidding process, submit response documents, communicate directly with MCHCP through the application’s messaging component, and respond to our online questionnaires. In addition, Optavise will provide a user guide with instructions for setting up your account.

You may wish to have other people in your organization access this online event to assist in the completion of the RFP. Each member of your response team must secure a unique username and password from Optavise by way of a provider contact spreadsheet, e-mailed directly to you by Optavise. There is no cost to use the Optavise system.

System Training

Optavise offers all participants of an Optavise-hosted event access to their downloadable *User Guides* and *Pre-Recorded Training Sessions*. These guides are located on the homepage of the *vendor-user* view and provide an overview of the application’s functionality. We recommend that you and your response team take advantage of this unique opportunity to realize the full

benefit of the application. In addition to this self-help option, Optavise’s experienced support personnel will offer an application overview via a web-cast session.

Optavise support is also available Monday through Friday from 8:30 a.m. to 5 p.m. ET to help with any technical or navigation issues that may arise. The toll-free number for Optavise is 800-979-9351. Support can also be reached by e-mail at support@directpathhealth.com.

Key Event Information

The RFP timeline is provided below. There will be no pre-bid conference.

Online RFP Released	Wednesday, April 5, 2023 8 a.m. CT (9 a.m. ET)
Intent to Bid Document Due – uploaded as a response document within online event	Wednesday, April 12, 2023 5 p.m. CT (6 p.m. ET)
Bidder Question Submission Deadline – via Optavise’s messaging system	Wednesday, April 12, 2023 5 p.m. CT (6 p.m. ET)
MCHCP Response to Submitted Questions – via Optavise’s messaging system	Tuesday, April 18, 2023 5 p.m. CT (6 p.m. ET)
All Questionnaires and Pricing Due – Proposal Deadline	Monday, May 1, 2023 5 p.m. CT (6 p.m. ET)
Finalist Presentations/Site Visits, if necessary	Early June, 2023
Final Vendor Selection/Contract Award	Late June, 2023
Health Center Operational Date	January 1, 2024

If this notice should have been sent to a different individual within your organization, please contact Tammy Flaughner by phone at 573-526-4922 or by email at tammy.flaughner@mchcp.org.

We look forward to working with you throughout this process.